

[Support Package]

ID	TS-00017	Created	Dec 12, 2006
		Updated	Dec 11, 2008
Category	System Integration	Sub Category	
Product	All		
Purpose	Useful Tools for Troubleshooting an ACTi Product		
Support URL	http://www.acti.com/support		
Tech Support	Customer.service@acti.com		
MSN Messenger ID	Customer.service@acti.com		

[Support Package]

Useful Tools for Troubleshooting an ACTi Product

This support package lists a set of commonly used tools for troubleshooting ACTi products. These tools are designed to monitor device performances and provide a way to accurately explain the observe issue without the risk of causing a loss of information through words.

DU meter: (network status)

DU Meter keeps track of the amount of your network bandwidth usage on the computer it is installed.

SnagIt: (taking snapshots)

SnagIt allows simple screen capturing of both still pictures and video of anything you see on the screen. Screenshots and video captures can be taken to be shown to vendor technical staff to better evaluate the issue.

Frame Counter: (check latency)

The Frame Counter is an invaluable ACTi tool that allows an exact measurement of video latency for a particular device.

DB Monitor: (check software log)

The DB Monitor gives debug information of any application currently running. This helps your vendor support staff pinpoint the source of error caused in an application such as the Streaming Activator.

Wireshark: (Sniffer tool)

Wireshark is very useful tool to trace the issue happening in your network and it can capture the packets into file for further analysis.

TeamViewer

TeamViewer is one of many tools available that allows ACTi tech support team members access to your computer remotely.

Table of Contents

Useful Tools for Troubleshooting an ACTi Product	2
Table of Contents	2
DU Meter (Trial Version).....	4
SnagIt (Trial Version)	6
Frame Counter	7
DB Monitor.....	8
Wireshark(Ethereal).....	9

[Support Package]

TeamViewer 12

[Support Package]

DU Meter (Trial Version)

<http://www.dumeter.com/download.php>

DU Meter keeps track of the amount of your network bandwidth usage on the computer it is installed. It is an invaluable tool for:

- determining your current network traffic amount, and an average amount over time
- making sure all devices are uploading and downloading at an acceptable transfer rate

Installation Procedures:

Please download from the link above and follow its official installation instructions.

Commonly-Used Functions:

Here are some useful features of the DU Meter:

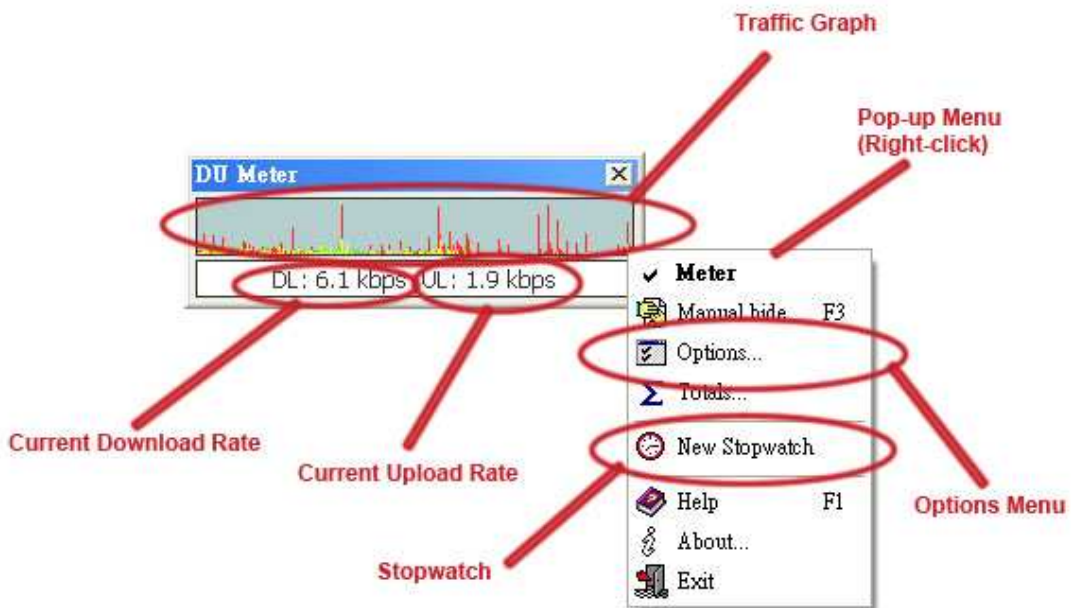


Table 1: DU Meter Main Window

[Support Package]

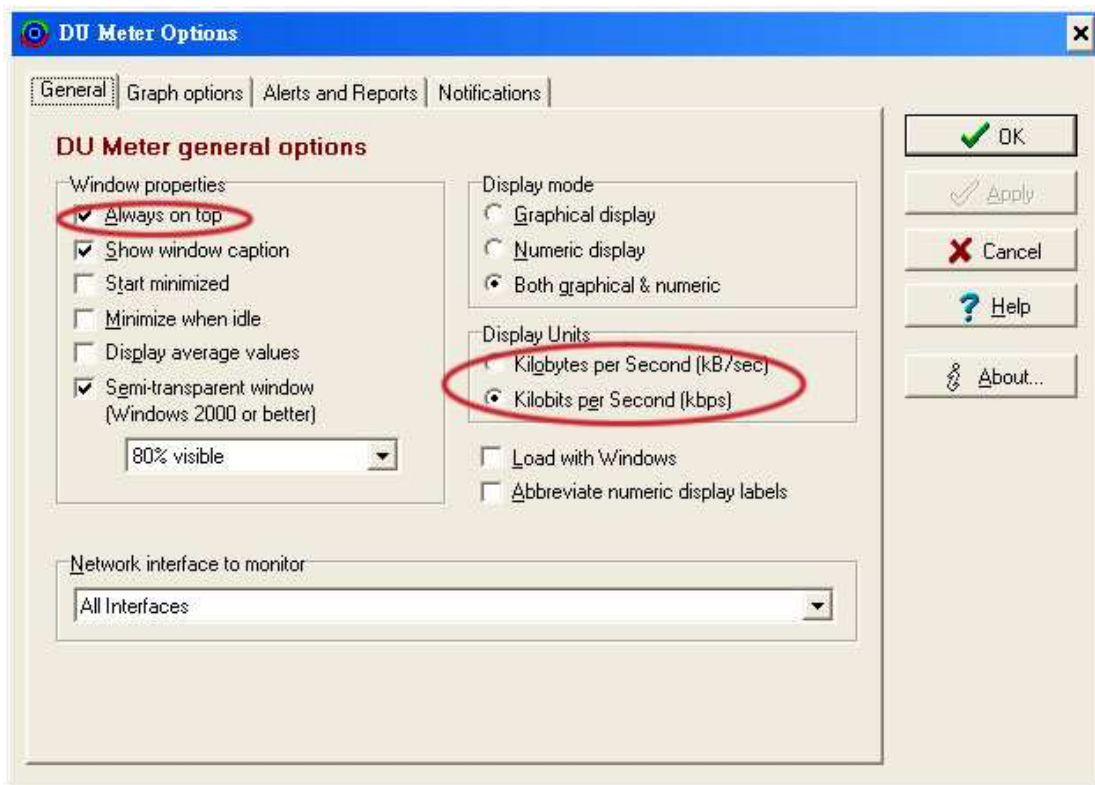
Traffic Graph: Graphically shows the current network usage relative to the previously logged usage.

Current Download Rate: Numerically shows the current rate of download, in kilobits per second or kilobytes per second.

Current Upload Rate: Numerically shows the current rate of upload, in kilobits per second or kilobytes per second.

Pop-Up Menu: Right-click on the main window for additionally options.

Options: Clicking on the Options selection brings the following window:



- Always on Top: Keeps the main DU Meter always visible regardless which program is currently active.
- Display Units: Select “Kilobits per Second” to keep the units consistent with ACTi standard.

New Stopwatch: Brings out a stopwatch which you can start and stop to measure the average transfer rate over an amount of time.

[Support Package]

SnagIt (Trial Version)

<http://www.techsmith.com/snagit.asp>

SnagIt allows simple screen capturing of both still pictures and video of anything you see on the screen. Screenshots and video captures can be taken to be shown to vendor technical staff to better evaluate the issue.

SnagIt can:

- Create screenshots or video capture of anything being displayed
- Edit captured screenshots and video on the spot.

Installation Procedures:

Please download from the link above and follow its official installation instructions.

[Support Package]

Frame Counter

<http://www.acti.com/support/Package/TS-00017/Counter.exe>

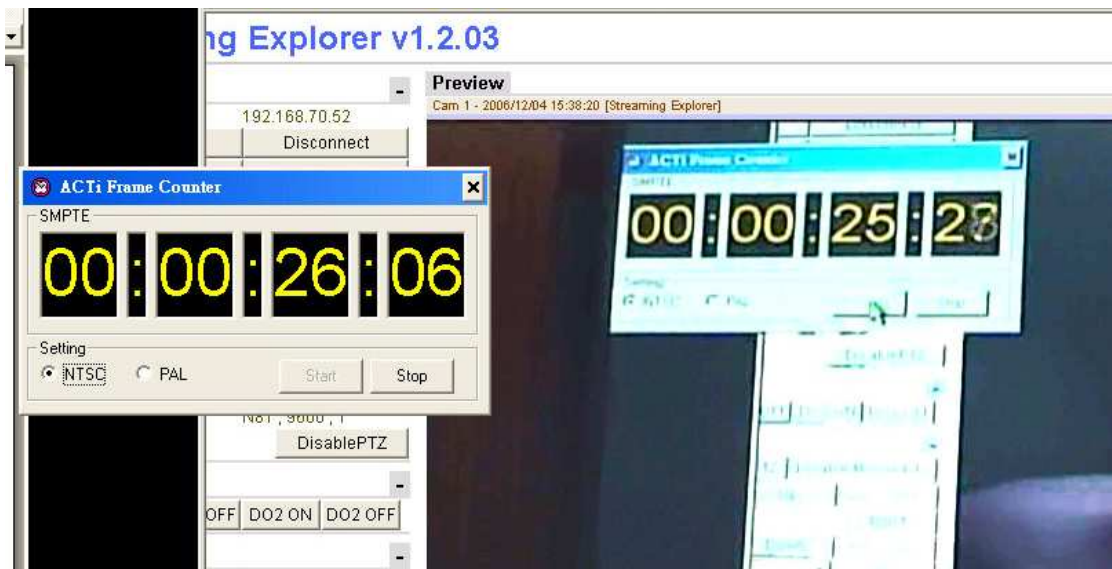
The Frame Counter is an invaluable ACTi tool that allows an exact measurement of video latency for a particular device.

Installation Procedures:

Please download from the link above and place it at any convenient location on your computer.

Instructions:

1. Once extracted, run Counter.exe from its current location.
2. Point your camera toward the screen of your computer monitor like below.



3. Start counter.
4. Using SnagIt or the PrtSc key then pasting it to Microsoft Paint, take a screenshot.
5. Subtract the time in one counter from the other. This is the number of frame differences in a 30 FPS environment. For example, in the picture above:

26 seconds and 6 frames - 25 seconds and 28 frames = 8 frames

8 FPS / 30 FPS = **267 milliseconds.**

[Support Package]

DB Monitor

<http://www.acti.com/support/Package/TS-00017/Dbmon.exe>

The DB Monitor gives debug information of any application currently running. This helps your vendor support staff pinpoint the source of error caused in an application such as the Streaming Activator.

Installation Procedures:

Please download from the link above and place it at any convenient location on your computer.

Instructions:

1. Once extracted, run dbmon.exe from its current location.
2. Run your application, such as the Streaming Activator.
3. Take note of the application code/ID as indicated in the picture below.

```
C:\Documents and Settings\andy.yen\桌面\Desktop\Tools\Dbmon.exe
2312 == ID: -1 == StartSchedule Begin<ReadDB> 15:09:10
2312 == ID: -1 == StartSchedule Recordset Open S 15:09:10
2312 == ID: -1 == StartSchedule End<ReadDB> 15:09:10
2312 == ID: 1 == netRegisterServer Times=1 32
2312 == ID: 1 == netRegisterServer Times=2 32
```

4. The application code changes each time the same application is opened, although it does not change within the same instance. For example, when the Streaming Activator is opened, it is indicated as “2312” this time. It will be always referred to as “2312” until it is closed. When it is opened again, the number changes to something else. This ID helps you know which application currently running is sending the debug information.
5. When error occurs, please take the screenshot of the last message that appears in the DBMON window.

[Support Package]

Wireshark(Ethereal)

<http://www.wireshark.org/>

Wireshark is very useful free tool to trace the issue happening in your network.

With it, you may do the following:

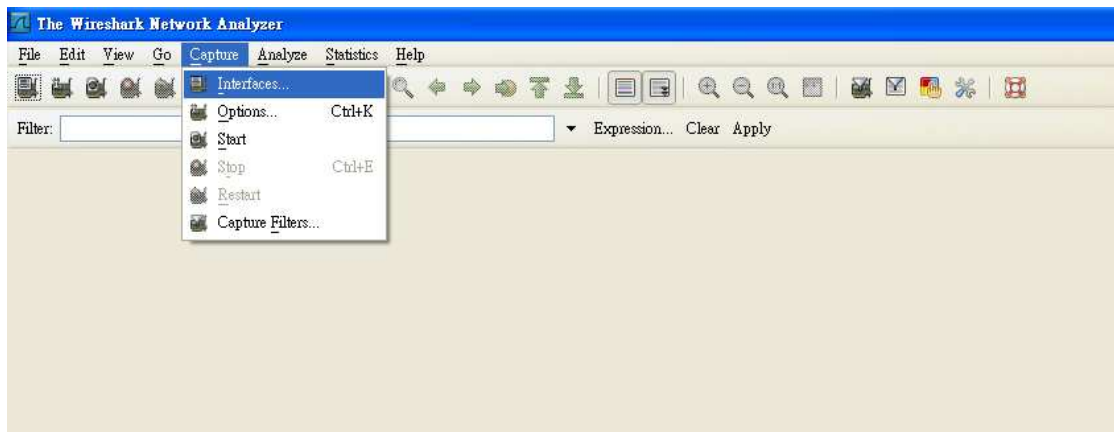
- Analyze the packets for trouble shooting.
- Dump the raw packets in the true network environment for further analysis
- Filter packets by rules to get the packets you are looking for only, for example , you could dump out RTP stream packets only. .

Installation Procedures:

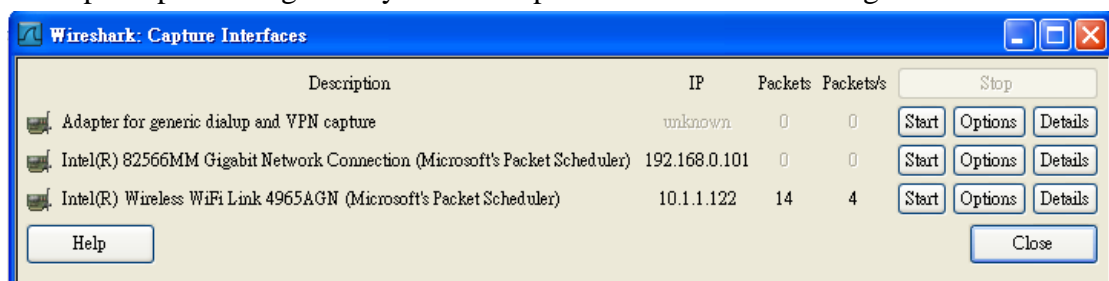
Please download from the link above and follow normal install procedure.

Instructions:

1. Click capture→interface

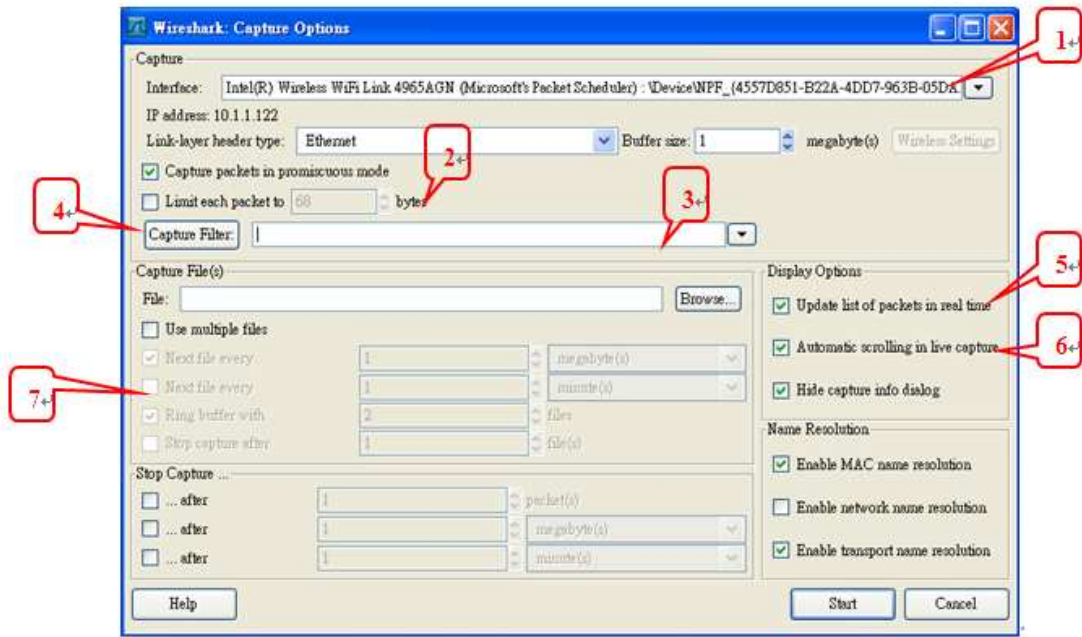


2. Choose the interface(NIC card) you want to capture with, click Start will start capture process right away or click Options for advanced settings.

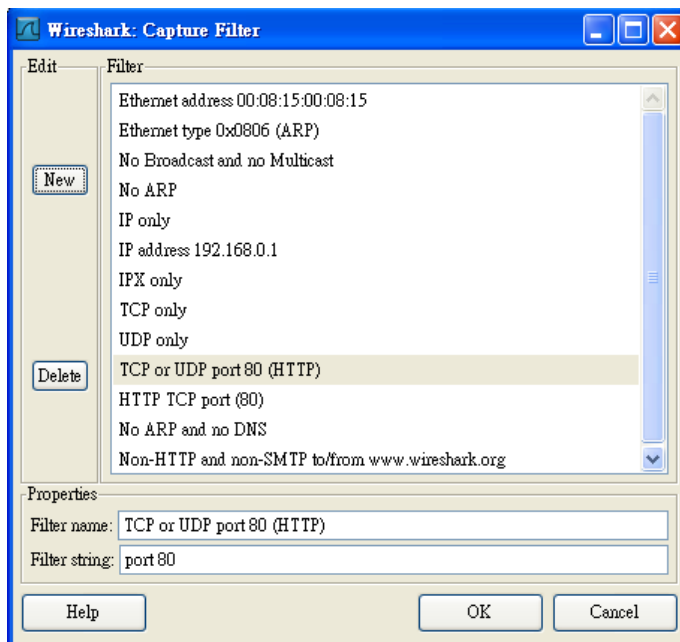


[Support Package]

3. Capture Options:



- (1)Interface check and select
- (2)Limit the packet to desired size to get smaller capture file if you know the packet size you want.
- (3)Input capture rule here.
- (4)Apply pre-defined rule.

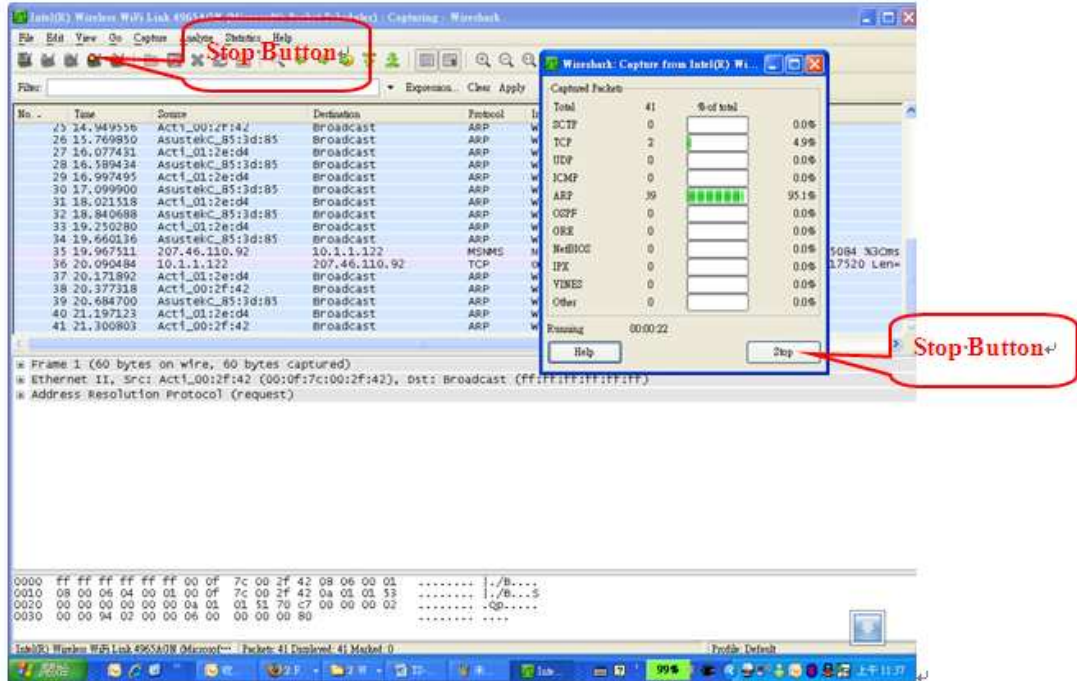


- (5)Monitor the packets as capturing.
- (6)Will help to monitor the most recent packets.

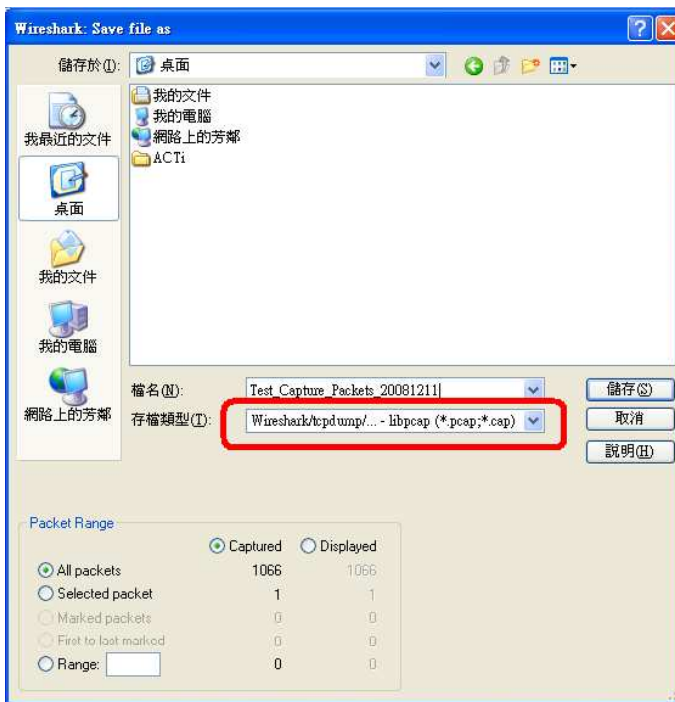
[Support Package]

(7) More options for capture action.

4. Start the capture by click Start.
5. Click either one of the Stop button as shown below to stop the capture.



6. Click File → Save As to save the capture packets into file.
Make sure the file format is *.pcap.



[Support Package]

TeamViewer

<http://actiftp.hosting4less.com/TeamViewer/ACTiTeamViewerQS.exe>

TeamViewer is one of many tools available that allows ACTi tech support team members access to your computer remotely through an Internet connection from anywhere in the world. Remote access is the commonly used phrase, these remote tools allow ACTi tech support and your computer to meet in "cyberspace" though a secured and encrypted third-party server via the Internet. TeamViewer will also allow you to share your desktop over any kind of connection and over almost any firewall.

Installation Procedures:

Please download from the link above.

Instructions:

1. Execute the ACTi TeamViewer QuickSupport , wait few second till it connect to TeamVirewer server , you should see a screen like below:



2. Provide the ID to your ACTi tech support for remote access.